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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number **10/081,560**

Filing Date **02/20/2002**

First Named Inventor **Michael Ely**

Group Art Unit **2161**

Examiner Name **N/A**

Attorney Docket Number **ASPTP001**

ENCLOSURES (check all that apply)

- Fee Transmittal Form
- Fee Attached
- Amendment / Reply
- After Final
- Affidavits/declaration(s)
- Extension of Time Request
- Express Abandonment Request
- Information Disclosure Statement
- Certified Copy of Priority Document(s)
- Response to Missing Parts/ Incomplete Application
- Response to Missing Parts under 37 CFR 1.52 or 1.53

- Assignment Papers # (for an Application)
- Drawing(s)
- Licensing-related Papers
- Petition #
- Petition to Convert to a Provisional Application
- Power of Attorney, Revocation Change of Correspondence Address
- Terminal Disclaimer
- Request for Refund
- Return Receipt Postcard

- After Allowance Communication to Group
- Appeal Communication to Board of Appeals and Interferences
- Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
- Proprietary Information
- Status Letter
- Other Enclosure(s) (please identify below):

1-1449 IDS Form
2-Four references cited

Remarks

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GROUP 3601

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm
or
Individual name

IP Creators

Signature

Charles C. Cary Reg. #: 36,764

Date

October 9, 2003

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313 on this date: October 9, 2003

Typed or printed name

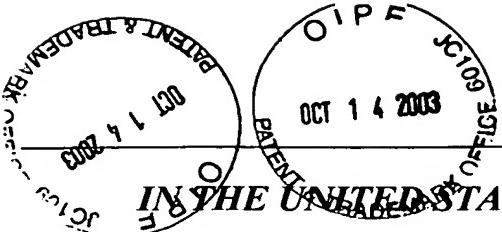
Susan W. Xu

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October 9, 2003

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

In re application of: Michael Ely et al.

Attorney Docket No.: ASPTP001

Application No.: 10/081,560

Examiner: N/A

Filed: Feb. 20, 2002

Group: 2161

**Title: METHOD AND APPARATUS FOR A
BUSINESS CONTACT CENTER**

CERTIFICATE OF TRANSMISSION/MAILING

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Dated: October 9, 2003

Signed: Susan W. Xu
Susan W. Xu

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 CFR §1.56 AND 1.97(c)**

Commissioner for Patents
P.O. Box 1450,
Alexandria, VA 22313-1450

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Dear Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):

- (1) It is being filed within 3 months of the application filing date
-- OR --
- (2) It is being filed within 3 months of entry of a national stage
-- OR --
- (3) It is being filed before the mail date of the first Office Action on the merits.

— 37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:

- a certification as specified in §1.97(e) is provided below; or
- a fee of \$180.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

— 37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:

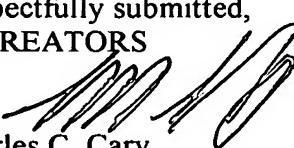
- B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and
- C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

— 37 C.F.R. §1.97(e). A statement under this section must state either:

- (1) That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

X *Fee Authorization.* The Commissioner is hereby authorized to charge any underpayment of any additional fees or credit any overpayment associated with this communication to Deposit Account No. 50-1338 (Order No. ASPTP001). A duplicate copy of this authorization is enclosed.

Respectfully submitted,
IP CREATORS


Charles C. Cary
Reg. No. 36,764

P. O. Box 2789
Cupertino, CA 95015
Telephone: (408) 257-5790



Form 1440 (Patent Modified) Information Disclosure Statement By Applicant (Use Several Sheets if Necessary)
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Atty Docket No.	ASPTP001
Application No.:	10/081,560
Applicant:	ELY et al.
Filing Date	02/20/ 2002
Group	2161

U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
	A	5,568,544	10/22/1996	Keeler et al.			
	B	6,173,053	01/09/2001	Bogart et al.			
	C	6,366,658	04/02/2002	Bjornberg et al.			
	D	6,424,709	07/23/2002	Doyle et al.			
	E						
	F						
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GROUP 3600

Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
A								
B								
C								
D								
E								

Other Documents

Examiner Initial	No.	
A		
B		
C		
D		
E		
Examiner		Date Considered

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.